



American Airlines, Inc.

American Airlines, Inc., a global airline with service to over 330 cities in 54 countries worldwide and more than 6,700 daily flights, offers daily nonstop services between Hong Kong and US effective June 2014. American is also a founding member of the **oneworld®** Alliance.

We are seeking a very capable team member.

RECRUITE CODE: DIRASIAOPS6
JOB TITLE: Director, Asia Operations
Location : Asia-Pacific

Please send your resume in English to Pacific HR Dep. American Airlines by e-mail to Pacific.HR@aa.com please indicate the **Recruit Code** in the SUBJ box.

Only applicants selected for an interview will be contacted. No telephone inquiries, please.

Role Summary

The Director, Asia Operations is responsible for all aspects of AA's airport operations at airports in Asia which consists of 5 Asia /Pacific stations. The Director will oversee and provide long term strategic direction to the airports and ensure compliance in the areas of safety, security, operating metrics, customer service and financial performance.

Key Responsibilities & Accountabilities

- To establish and maintain the highest possible standards of safety, security and customer service in compliance with Company regulations.
- To develop the long term strategic direction of JB hubs and airports identifying areas of improvement, developing and jointly implementing procedures and ensuring compliance.
- To manage, select and develop General Managers and field station management staff.
- To hold GM's accountable for corporate and industry compliance goals in the following areas; flight security & safety, all operating metrics, inclusive of but not limited to departure dependability, baggage handling performance and customer services.
- To ensure field stations have resources necessary to operate effectively and efficiently.
- To meet regularly with General Managers and field station employees to ensure that operations are being executed in accordance with the organizations overall goals, strategies, policies and plans.
- To collaborate with Sales and Marketing, Cargo, Premium Services, Aircraft Maintenance, SOC, Ops Security, Flight and Flight Service, Corporate Real Estate and Government Affairs, and other divisional teams as necessary.
- To establish a workable set of controls and liaise with regulatory agencies and other stations in Asia

- To represent the Region and his/her work group in its relationship with airport management, outside regulatory bodies, suppliers, competitors, other government agencies, professional organizations, and similar groups.
- To collaborate with Customer Services teams in Canada, Europe & Middle East to continuously seek areas for improvement and to develop and implement joint procedures.
- To work closely with JB and OneWorld partners to develop and implement joint ventures to improve Customer Experience and Operational Efficiency.
- To oversee GM project work and manage all deliverables; plans; budget, risk and implementation.
- To champion initiatives and diverse projects to ensure the best outcome for the Company.
- To be responsible for development and execution of the regions budget.
- To represent AA on regional industry affairs i.e. JAA, CAAC, etc., and to negotiate and influence spending on airport related projects.
- To be actively involved in liaising with IT (HDQ) for continuous development and improvement in IT delivery.
- To ensure all organization activities and operations are carried out in compliance with local, national and applicable federal regulations and laws governing business operations.
- To develop and implement consistent airport policy by liaising with airports across the system, JB partners and various other key stakeholders.
- To undertake any other reasonable duties consistent with the post.

General

- To take reasonable care of the health and safety of self, as well as the safety of others who may be affected by his/her acts or omissions. To co-operate with AA as far as is necessary to enable AA to comply with all relevant statutory provisions. To immediately report serious risks or concerns over safety issues
- To comply with the AA Rules of Conduct Europe & Pacific and work within the context of all Company's policies & procedures
- To maintain a standard of dress code that is appropriate to the role and in accordance with the Company's uniform/dress policy
- To be aware of and sensitive to differences and work in a way consistent with the principles of equal opportunities and anti-discriminatory practice
- To maintain and respect confidentiality at all times and to ensure adherence to the Company's Confidentiality Policy (currently under review)
- To actively participate in regular coaching & counselling meetings, performance reviews and development meetings
- To undertake appropriate training as agreed with their manager and to take responsibility for self-development
- To undertake any other duties which are consistent with the position. This job description is intended as a guide to the main responsibilities of the position and not an exhaustive list of duties and tasks
- To work in any other AA location as and when necessary and if applicable to the position
- This job description is subject to periodic review and it is expected the employee will contribute to the continued development of the role and work flexibly in response to the changing business needs and operational requirements.

Person Specification

Essential

- Ability to develop a collaborative long term strategic vision
- Possess a positive approach to problem solving
- Strong negotiation skills
- Demonstrate sound judgment and decision making skills
- Strong analytical and financial skills

- Have a thorough understanding of and background in airport operations, inclusive of the budget process, headcount and staffing
- Excellent English, Japanese and Mandarin communication skills - both written and oral
- Demonstrable proficiency in identifying areas for continuous improvement
- Experience of implementing procedures and ensuring consistent service delivery.
- Ability to advocate and influence support for change
- Ability to build relationships with senior management across the company and internal and external customers
- Strong operational background in a leadership role
- Self-motivated , highly organized , capable of handling large scale projects with an enthusiastic approach to challenges
- A flexible approach to managing across sites/ locations
- Willing and able to travel frequently

Desirable

- Business related degree or college/university degree required
- Proven experience of working in an international environment
- Strong understanding of the international commercial environment